







# i-FamilyNet User Management: Upcoming Changes

01/22/2017



# **Background**

- DCF partner Providers use i-FamilyNet to document CANS, Treatment Plans/Progress, Activity Delivery, Critical Incidents, Family Resources and Cases.
- Users require a Virtual Gateway role, requested through a URF and an i-FamilyNet role assigned by provider agency System Administrator.
- Virtual Gateway upgrading to new security infrastructure.
- i-FamilyNet is changing to allow provider agencies better management of i-FamilyNet user roles in combination with a single Virtual Gateway role.



#### **Current Workflow**

Provider Fax Completed
User Request Form to
VG HD — With one
or more roles



VG HD provision the roles and send to DCF HD for Approval



DCF HD approves the roles & notify VG HD



Provider system admin provision i-FNet roles and user is ready to roll!



Upon receiving the email user asks the provider system admin to provision i-FNet roles



VG HD completes the role creation - Send onboarding email to user



## **Proposed Workflow**

Provider Fax Completed User Request Form to VG

HD — With one role
'STARS PROVIDER
USER'



#### No change

VG HD provision the roles and send to DCF HD for Approval



#### No change

DCF HD approves the roles & notify VG HD

Provider system admin provision i-FNet roles and user is ready to roll!



#### No change

Upon receiving the email user asks the provider system admin to provision i-FNet roles



### No change

VG HD completes the role creation - Send onboarding email to user



# Please discontinue this URF from January 20, 2017



Commonwealth of Massachusetts
Executive Office of Health and Human Services

New User Request & Account Modification Form for Virtual Gateway Access (MUSTTYPEINFORMATIONDIRECTLYINTOFORM)

> i-Family Net User Request Form (URF)

#### Instructions:

- 1. All non-role fields are required.
- 2. Fill in form, place an "X" in the column with the requested role.
- 3. Save document as YourOrganizationName\_MMDDYY
- 4. Email completed form to:

VirtualGatewayHelpDeskFaxes@massmail.state.ma.us

PLEASE SUBMIT ONE FORM PER EMAIL

Questions? Call EOHHS Virtual Gateway Customer Service PHONE 800-421-0938

TTY 617-847-6578 Load Agency Notwark Service Pravider Check One 4-Digit PIH" (Perrenal Identification MMDD of Birth Work E-mail Address Humber) D D.

New URF can be downloaded from



http://www.mass.gov/eohhs/provider/training-and-edu/vg/user-request-forms.html

#### New User Request Form (URF) to be used from January 23<sup>rd</sup>, 2016



New User Request & Account Modification Form for Virtual Gateway Access (MUST TYPE INFORMATION DIRECTLY INTO FORM)

DCF i-FamilyNet User Request Form (URF) (MUST TYPE INFORMATION DIRECTLY INTO FORM)

- 2. Fill in form, place an "X" in the column with the requested role.
- 3. Save document as YourOrganizationName MMDDYY
- Email completed form to:

VirtualGatewauHelpDeskFaxes@massmail.state.ma.us

PLEASE SUBMIT ONE FORM PER EMAIL

#### Questions? Call EOHHS Virtual Gateway Customer Service

PHONE 800-421-0938

617-847-6578

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New URF can be downloaded from



# **Application Changes**

- More than one role can be assigned to same user.
  - New Add-On roles introduced
  - Users can be given a main role and additional Add-On roles.
- Following are the new roles introduced in i-FamilyNet:
  - Acute Care Clinician
  - Consumer Assignment Manager
  - Domestic Violence Specialist
  - System Administrator
  - Access Administrator 1 Person per agency



# **Application Rollout Schedule**

- Provider agency users should not operate i-FamilyNet on Sunday January 22<sup>nd</sup> 2017.
- Application changes will be available from Monday January 23, 2017.
- User role changes that align with new security model will be completed on Monday January 23, 2017



# **Operational Changes**

- Old URF will be invalid from Thursday January 20<sup>th</sup>, 2017
- No New User Requests will be processed Tuesday January 17-Friday 20, 2017
- URF in new format will be available from Monday January 23<sup>rd</sup>
   2017
- New URF can be downloaded from <a href="http://www.mass.gov/eohhs/provider/training-and-edu/vg/user-request-forms.html">http://www.mass.gov/eohhs/provider/training-and-edu/vg/user-request-forms.html</a>
- Old URFs will not be accepted by Virtual Gateway Help Desk from March 1<sup>st</sup>, 2017



### Questions

Please contact your DCF planner.

or

Contact EHS IT Service Center at 617.994.5050
 (Monday through Friday: 6AM – Midnight)

